**Tool 9**

**Checklist of Information to Share with Communities\***

This checklist includes commonly requested information that can be shared with program participants and other community members on the organization, the project and FCRMs.

This checklist should be adapted by each country program and program team to meet the information needs of their context. The selected information and communication channels should be based on the analysis and data collected using  *Tool 2: Context analysis checklist*. Communication channels should be informed by the preferences of diverse groups, with a particular emphasis on vulnerable groups who may face barriers to accessing information (e.g., due to low literacy, gender roles and norms, and disability).

Information should be provided in local languages and terms that people commonly use at home. It is best to communicate using a range of materials and methods (written, pictorial, verbal, etc.) that meet the needs of the community, especially the most vulnerable and marginalized.

**During design**

**Community engagement in project design and assessment processes**

* Needs assessments and project design process and how the local communities will be involved in this process.
* Participant selection processes and eligibility criteria, and how community members will be involved in the validation of such selection processes.
* Monitoring and evaluation activities, and how community members will be involved in these, especially those leading to program changes.
* How the organization will use and store data collected.
* How community input will influence the design of context‑appropriate feedback, complaints and response channels.

**During start‑up**

**Background on CRS, our partners and plans for activities in the area**

Information about CRS and partner organizations, including:

* Organizational values and commitments to community engagement and accountability.
* Organizational commitments to protection from sexual exploitation, abuse and harassment.
* Expected and prohibited conduct of staff, volunteers and affiliates.
* Community members’ rights and entitlements, including the right to complain and the right to report any inappropriate or harmful behavior of staff, volunteers and affiliates.
* What the organization can and cannot do.

Program objectives including:

* The purpose of the program, and the groups to be targeted.
* The program’s proposed and/or implemented activities and services.
* The program’s duration and area coverage.
* Available budget and whether funding has been secured (if appropriate).

**During start‑up and throughout implementation**

**Information on feedback, complaints and response mechanisms (FCRMs)**

Explanation of the FCRMs, including:

* How to lodge feedback and complaints through available channels.
* Timeframes for acknowledgement of feedback or complaints.
* Timeframe for response to programmatic feedback and complaints, and sensitive feedback and complaints.[[1]](#footnote-1)
* The steps that CRS/partners will take to ensure the safety, confidentiality and dignity of complainants, including how complaints will be handled.

Rights and entitlements linked to FCRM, including:

* The right to provide feedback and complaints on the programs and operations of CRS/partners.
* That complaints are welcomed, encouraged and will be taken seriously.
* The right to report any issues of misconduct related to the expected and prohibited behavior of staff, volunteers and affiliates.
* That sharing complaints will not negatively affect access to assistance or project participation.

Updated frequently asked questions (FAQs) about FCRMs and ongoing program activities.

 **Programmatic information**

* Names and roles of those working directly with the program participants.
* When appropriate, information on the program’s exit strategy, including expected program duration, activities likely to be sustained beyond the program, and any changing lines of responsibility. It should be shared well in advance, the exact timing depending on the specific context and duration of the program. Care should be given to ensuring that communities have time to prepare for and ask questions about the way in which the program will end.

Note: Where possible it is best practice to develop a written agreement with communities in which the roles and responsibilities of each party are jointly agreed.

1. . For further information, see *Tool 1: Feedback and complaints categories*. [↑](#footnote-ref-1)